GOVERNMENT OF INDIA
SHIPPING
LOK SABHA

UNSTARRED QUESTION NO:1458
ANSWERED ON:09.03.2017
Redressal of Issues of Seafarers
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Will the Minister of SHIPPING be pleased to state:

(a) whether the Government has received any requests for creation of a mechanism/authority to redress various grievances particularly related to the emoluments of Indian seafarers;
(b) if so, the details thereof and the reaction of the Government thereto; and
(c) the measures taken/being taken by the Government for redressal of such issues of Indian seafarers?

Answer

a): Yes, Madam. Directorate General of Shipping (DGS) has received requests in the past for setting up a grievance redressal mechanism for seafarers.

(b)&(c):The request is mainly for redressal of issues related to salaries and emoluments of Indian seafarers. The disputes between the seafarer and shipowner are decided under section 132 of the Merchant Shipping Act, 1958. Till the year 2014, the power of the Shipping Master to decide such disputes at instance of either party was limited to three thousand rupees only. Suitable amendments to enhance this limit were made by Ministry of Shipping vide Merchant Shipping (Second Amendment) Act, 2014 (No. 32 of 2014).

DGS, has also instituted a grievance redressal mechanism vide Merchant Shipping Notice No 3 of 2013 dated 30.01.2013. Besides this, the grievances of the seafarers are also received and attended to through following platforms:-

(1) A feedback cum grievance portal on the website of Directorate General of Shipping.
(2) The Public Grievance Portal of Government of India.
(3) The twitter handle of Ministry of Shipping.
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